



The Relationship between Job Satisfaction and Absenteeism at the Georgetown Public Hospital Corporation

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Authors' contributions

This work was carried out in collaboration among all authors. All authors read and approved the final manuscript.

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Conference Abstract

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ABSTRACT

Objective: Job satisfaction is a major determinant of performance in the workplace. Studies have shown that job dissatisfaction can intensify emotional exhaustion, and this can influence nurses to perceive their work as tiresome and repetitive, leading to frustration and discouragement. The purpose of this study was to investigate the relationship between job satisfaction and absenteeism at Georgetown Public Hospital Corporation (GPHC), and to explore the parameters that may impact on job satisfaction among nurses in 3 different units (Paediatric High Dependency Unit (PHDU), ICU, Paediatric Medicine ward), at GPHC.

Methods: The study was a retrospective audit of the nurses' timesheets of 3 departments at GPHC to determine the level of absenteeism among the various levels of nursing staff (RNS, NAs). The nurses of each unit were then given an anonymous Lickert job satisfaction survey to complete to ascertain the potential impact of various parameters on their level of satisfaction. The data was analysed to determine if there was any correlation between the level of job satisfaction and the level of absenteeism.

Results: The absent days of the PHDU was 48 (31 official sick leave) for 11 staff members (360 shifts).

The absent days on the ICU was 193 (51 official sick leave) for 27 staff members (540 shifts).

The absent days on the Paediatric Medicine ward was 323 (136) for 22 staff members (540 shifts).

The level of job satisfaction across most parameters related to supervision, support and teamwork was significantly better in the PHDU than the other two units. General parameters related to promotion and administrative support remained low among all 3 units.

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Conclusions: The level of absenteeism was markedly lower in the PHDU when compared to the other two units. The majority of respondents were unsatisfied with conditions related to their jobs. The respondents from the PHDU displayed higher satisfaction than their counterparts in the ICU and Paeds med units.

Keywords: Job satisfaction; absenteeism; relationship; public hospital; emotional exhaustion.

COMPETING INTERESTS

Authors have declared that no competing interests exist.

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